1	2	3	4	5
II	(i) Response time to the customer for assistance	(i) %age of call answered (electronically):		
		Within 20 sec: 80%	92.67%	83%
		Within 40 sec: 95%	95.67%	97%
		(ii) % age of calls answered by operator (voice to voice)		
		Within 60 sec: 80%	86%	85%
		Within 90 sec. 95%	91.4%	97%
III	(i) Complaints per 100 bills issued	<0.1%	0.09%	0.0206%
	(ii) %age of complaints resolved within 4 weeks	100%	100%	100%
	(iii) Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above	< 4 weeks	<4 weeks	<4 weeks

Wooing more investment to the North-Eastern Region

2443. SHRI EKANATH K. THAKUR: Will the Minister of DEVELOPMENT OF NORTH-EASTERN REGION be pleased to state:

(a) whether it is a fact that when the rest of the country is engaged in a high pitch debate over the special economic zones, india's North East comprising of seven sisters and Sikkim have missed opportunity to bridge the investment gap;

(b) whether it is also a fact that the despite of the Central Government is spending almost Rs. 30,000 crore a year for North Eastern States, the economy of most part of the region has virtually stagnant because of lack of business like situation; and

(c) if so, the steps Government propose to take to woo more investment to the region?

THE MINISTER OF DEVELOPMENT OF NORTH EASTERN REGION (SHRI MANI SHANKAR AIYAR): (a) to (c) Yes, Sir, there is no special economic zone in the North East Region and there is a need for mobilizing investments for the development of the region. Government have

adopted a multi-pronged approach, which includes, *inter alia*, funding by the Central Ministries, the North Eastern Council, the Non-Lapsable Central Pool of Resources and the State Plans. The resource flow varies from year to year.

As per data compiled by the Central Statistical Organization it is seen that the North-East States have shown a steady improvement in the State Domestic Product over the years. The steps taken to attract more investments into the region include the incentives announced under the North East Industrial Policy (NEIP), 1997; creation of infrastructure under the Assistance to States for Development of Export Infrastructure and Allied Activities (ASIDE) scheme by the Ministry of Commerce, organization of two North East Business Summits at Mumbai and Delhi in 2002 and 2004 respectively. The third North East Business Summit is scheduled during April, 2007.

Plan to improve the North Eastern Region's transport infrastructure

2444. SHRI EKANATH K. THAKUR: Will the Minister of DEVELOPMENT OF NORTH-EASTERN REGION be pleased to state:

(a) whether it is a fact that the Government plan to improve the North Eastern Region's transport infrastructure by according top priority to the construction of three Greenfield airports in Sikkim, Arunachal pradesh and Nagaland and conversion of the arterial network of railways in the region to the broad gauge;

(b) whether it is also a fact that the Government plan to provide rail links to Meghalaya and Sikkim and connect all State capitals with air and four-or-two-lane national highways; and

(c) if so, the details thereof?

THE MINISTER OF DEVELOPMENT OF NORTH-EASTERN REGION (SHRI MANI SHANKAR AIYAR): (a) to (c) Yes, Sir. It is intended to give high priority in the Eleventh Plan to the improvement of the transport infrastructure in the North Eastern Region, including civil aviation and roads. The Airport Authority of India have prepared the Detailed Project Report (DPR) for a greenfield airport at Pakyong near Gangtok, Sikkim. The pre-feasbility reports in respect of the greenfield airports at Krsingsa near